How to Access and Register for Training in SkillPort

SkillPort is the Learning Management System (LMS) for NCTracks. Providers can access SkillPort with their Single Sign On NCID by simply logging onto their secure provider portal.

Providers can use SkillPort to access a User Guides (Reference Library) folder that includes the following documents:

- Reference Documents: Contains documents produced since Go Live that give step by step descriptions of specific tasks providers commonly perform in NCTracks
- Pre-Go Live Instructor Led Training (ILT) Guides: Contains Participant User Guides that complemented the Pre Go-Live ILTs delivered throughout the state in the spring of 2013.

Providers can also use SkillPort to:

- Take Computer-Based Training (CBT) courses online, anytime. CBTs are self-paced interactive courses that explore NCTracks.
- Register for upcoming Instructor Led Trainings (ILTs), which they can attend in person or remotely via WebEx
- View archived recordings of Pre-Go Live ILTs

An NCID is required to access SkillPort. If you do not already have an NCID, navigate to the NCID website at https://ncid.nc.gov and register. For more information, view the "How to Obtain an NCID" Fact Sheet at https://www.nctracks.nc.gov/content/public/providers/provider-user-guides-and-training/fact-sheets.html.

The following are step-by-step instructions for accessing and registering for training using SkillPort:

ACCESSING SKILLPORT FOR THE FIRST TIME

1. Go to https://www.nctracks.nc.gov/content/public/ and click **Provider User Guides and Training**.

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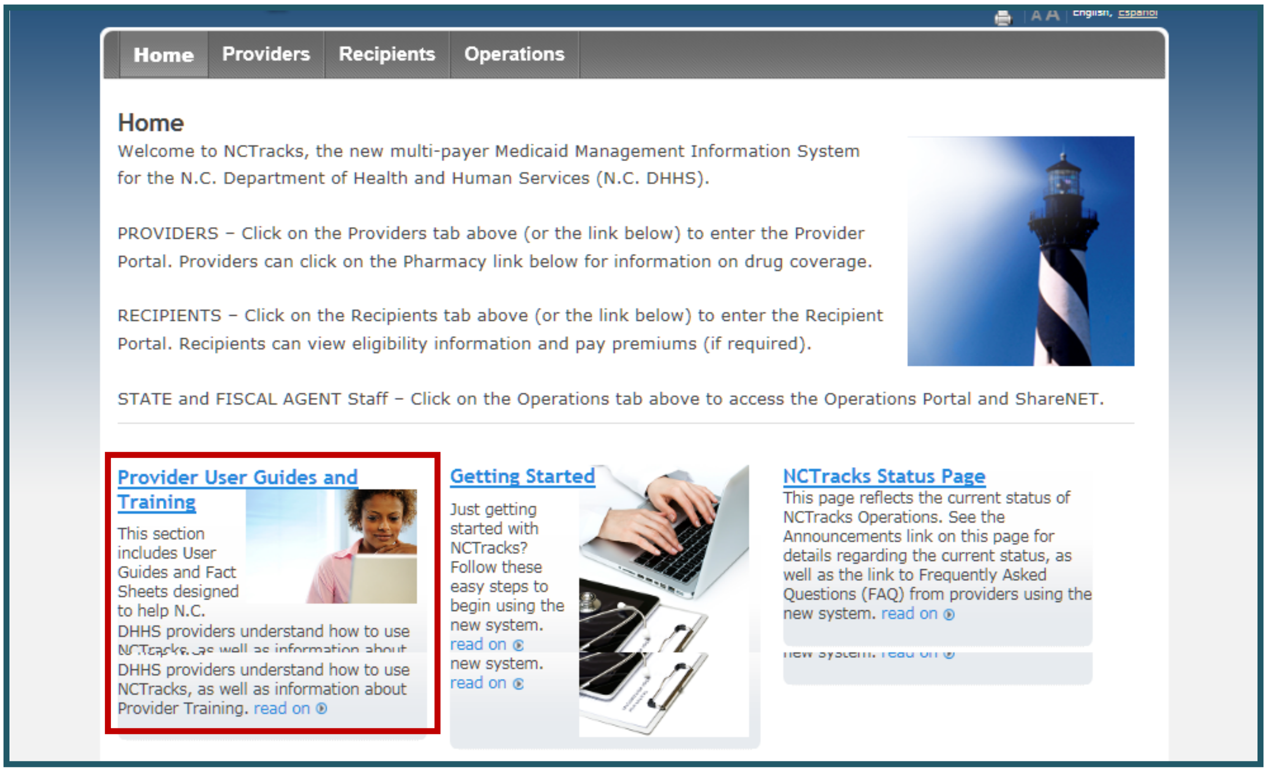
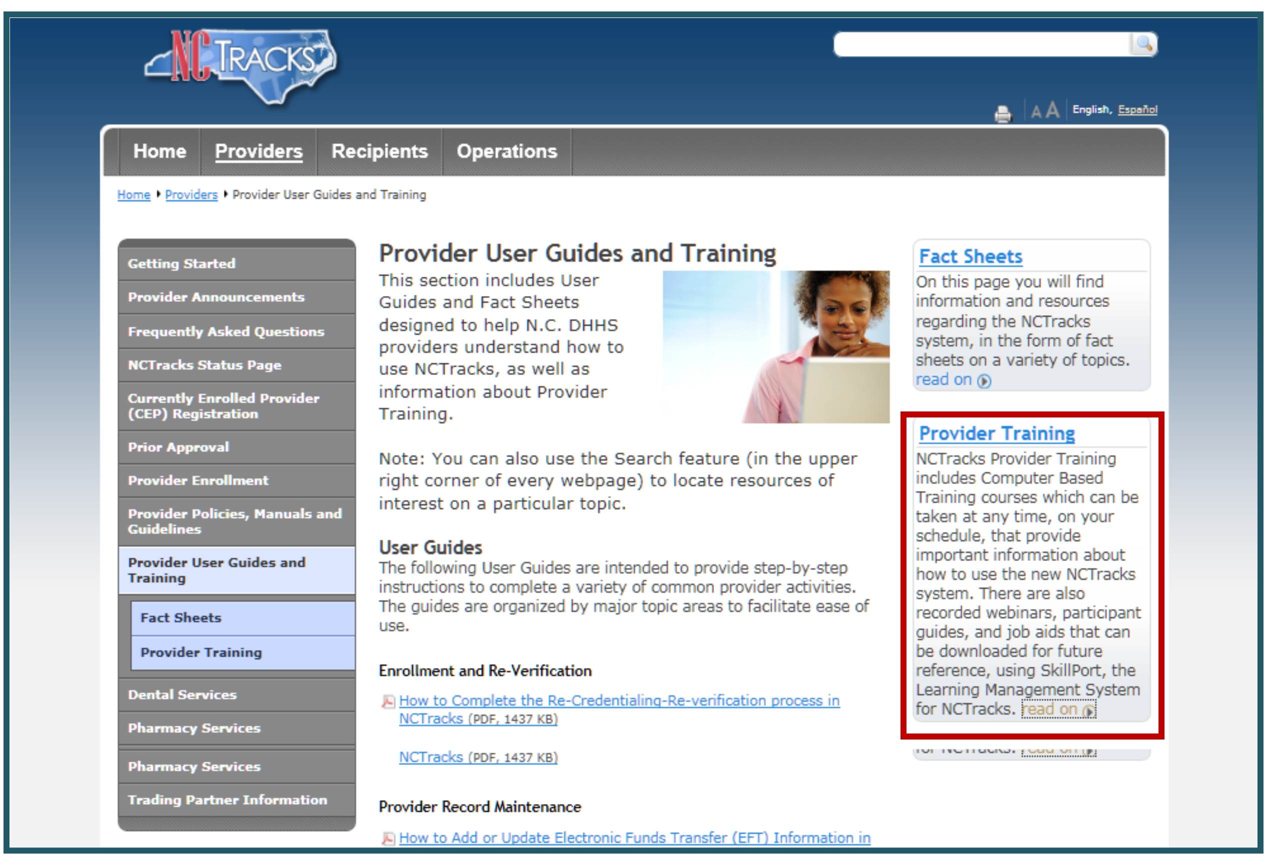


2. Click **Provider Training.**



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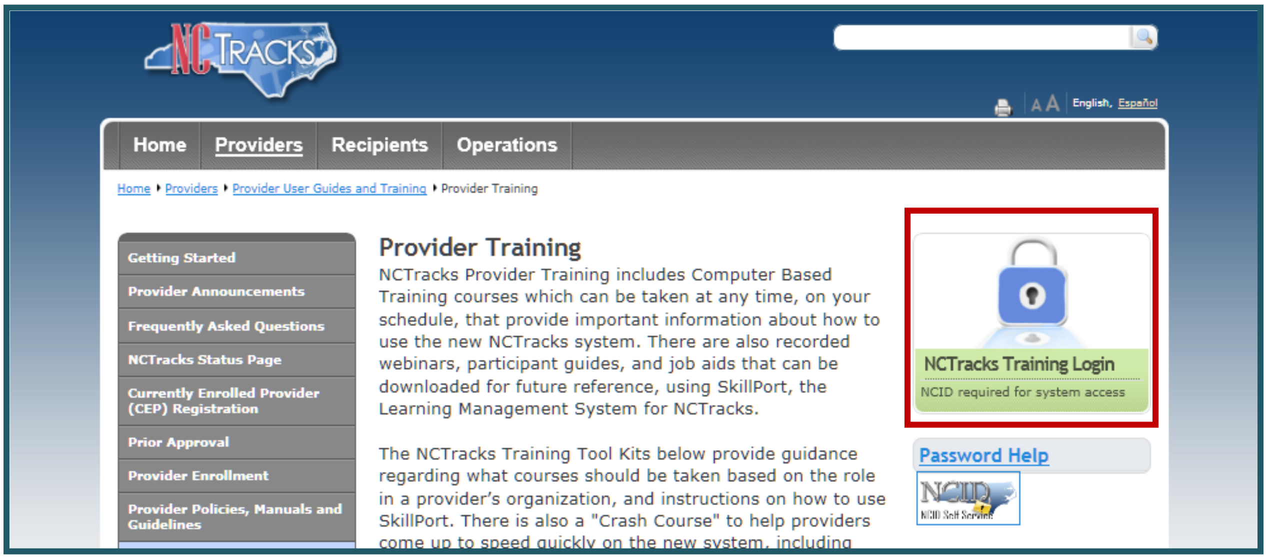
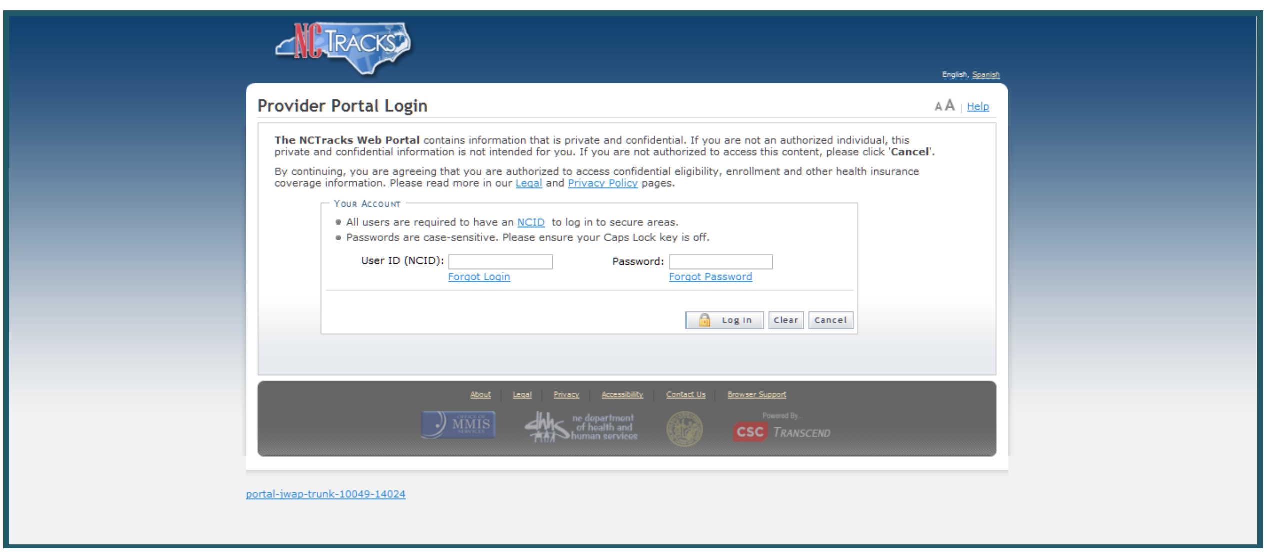
3. Click **NCTracks Training Login.**



4. Log on to your secure **Provider Portal** using your NCID.



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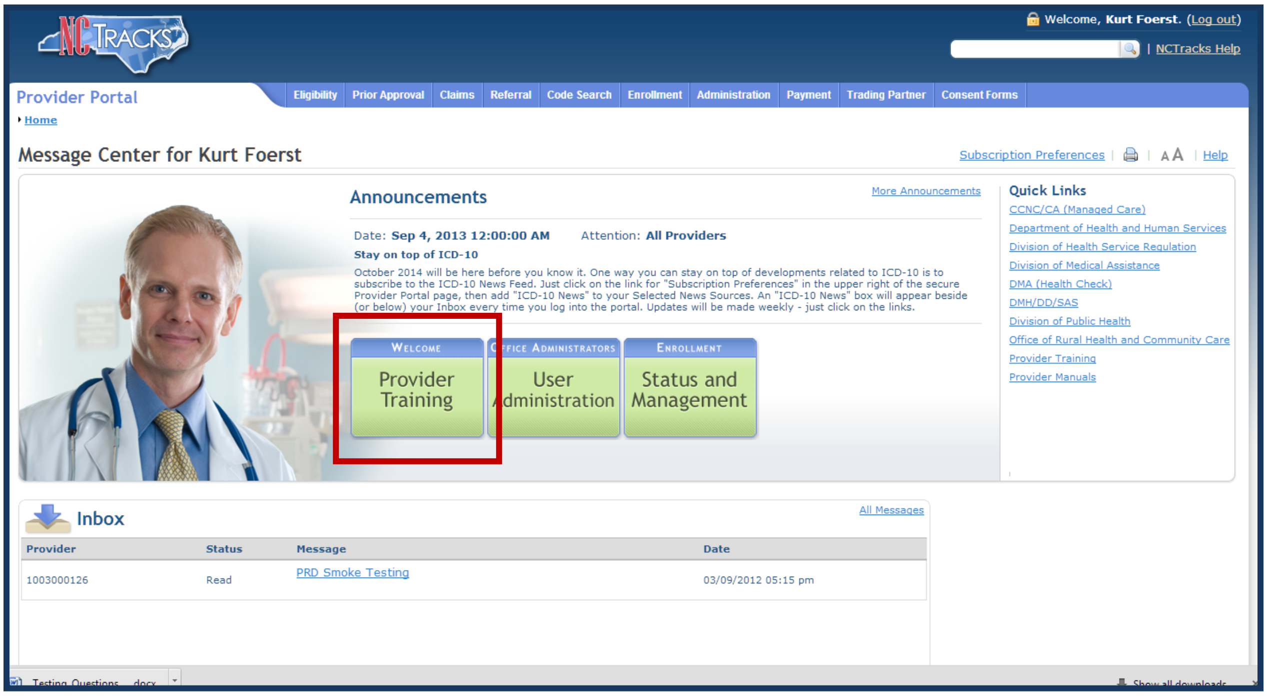
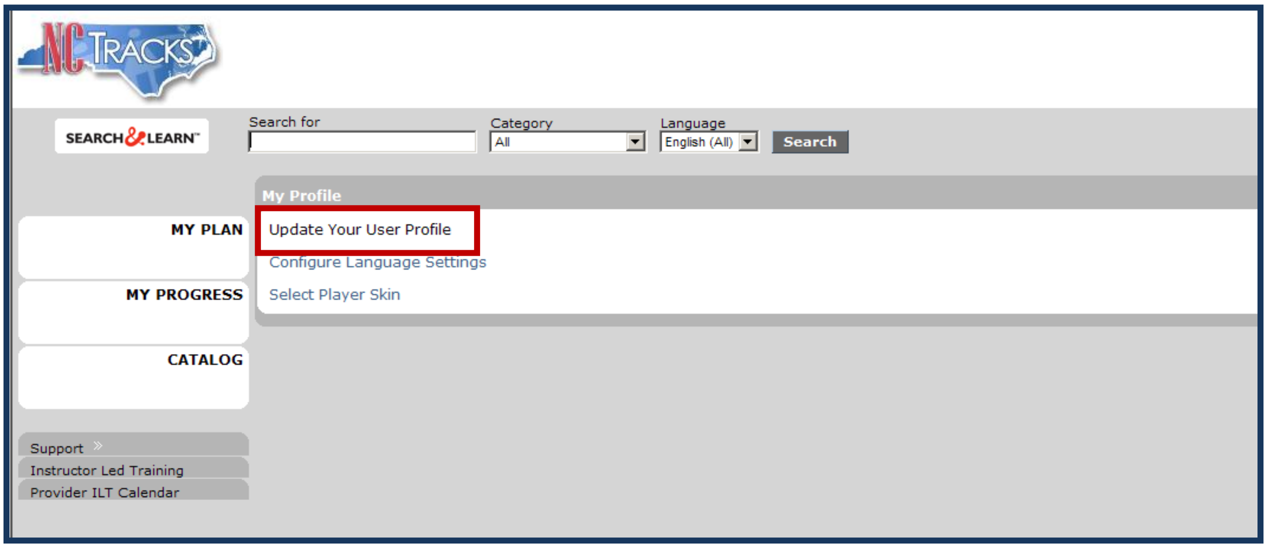
5. Click on the **Welcome: Provider Training** icon.



6. Click on the **My Profile** link on the top right corner.

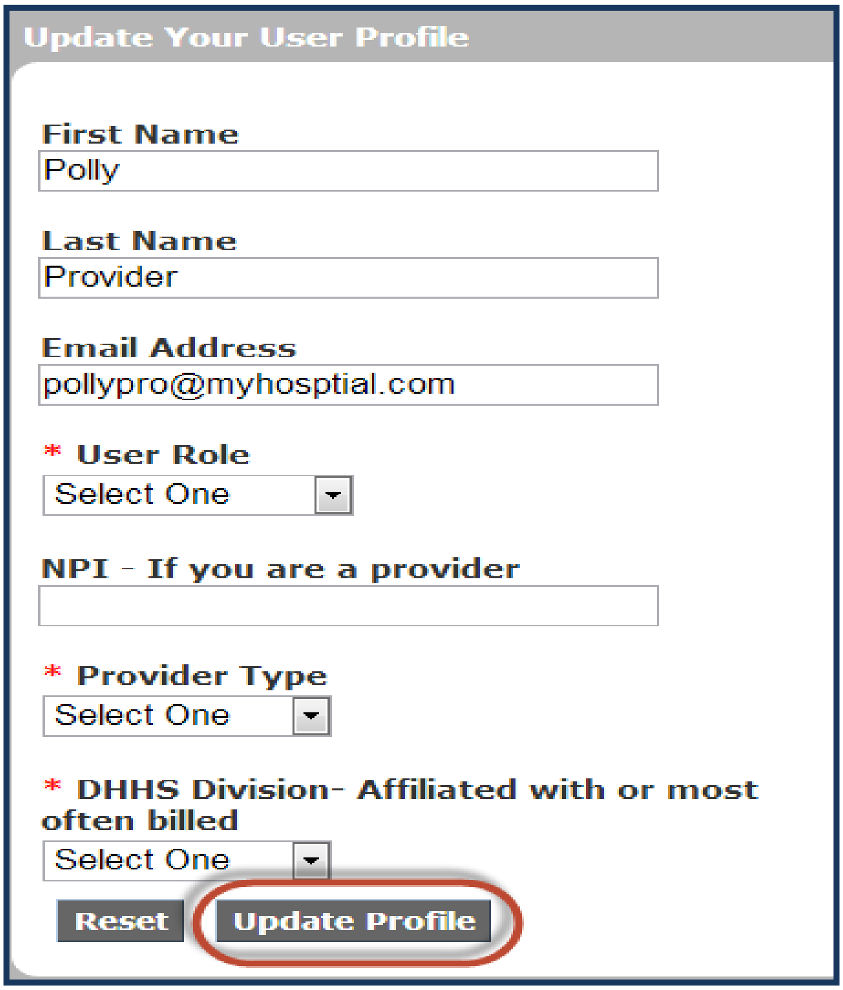
7. Click on the menu option **Update Your User Profile.**



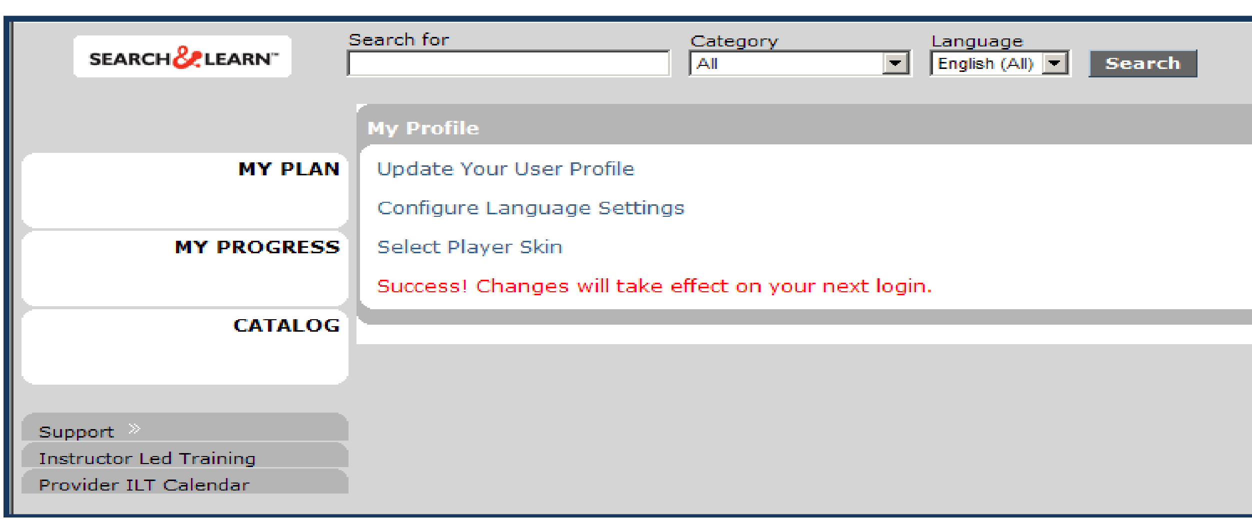
8. Some of the information will be pre-populated from the login page. Provide (or confirm) information for each of the required fields:

   a. **First Name** – Confirm your first name
   b. **Last Name** – Confirm your last name
   c. **Email Address** – Confirm your work email address
   d. **User Role** – Select one from the drop-down box (CSC Staff, Provider, State Employee, LME)
   e. **NPI** – If you are a Provider, enter your NPI (or atypical provider number, if applicable). If your provider organization has multiple NPIs, list the one you work with most frequently.
   f. **Provider Type** – Select one from the drop-down box (Dental, Institutional, Medical, Pharmacy, or Not Applicable). This corresponds to the claim type a provider most frequently bills.
      If you are not a provider, select **Not Applicable**.
   g. **DHHS Division** – Select one from the drop-down box (DMA, DMH DD SAS, DPH, ORHCC, OMMISS, Other, or Not Applicable). If you are a provider, select the division you most frequently bill.

9. Once you have entered (or confirmed) all of the required fields in your Profile, click on the **Update Profile** button.



10. A confirmation message displays indicating the successful update of your profile.



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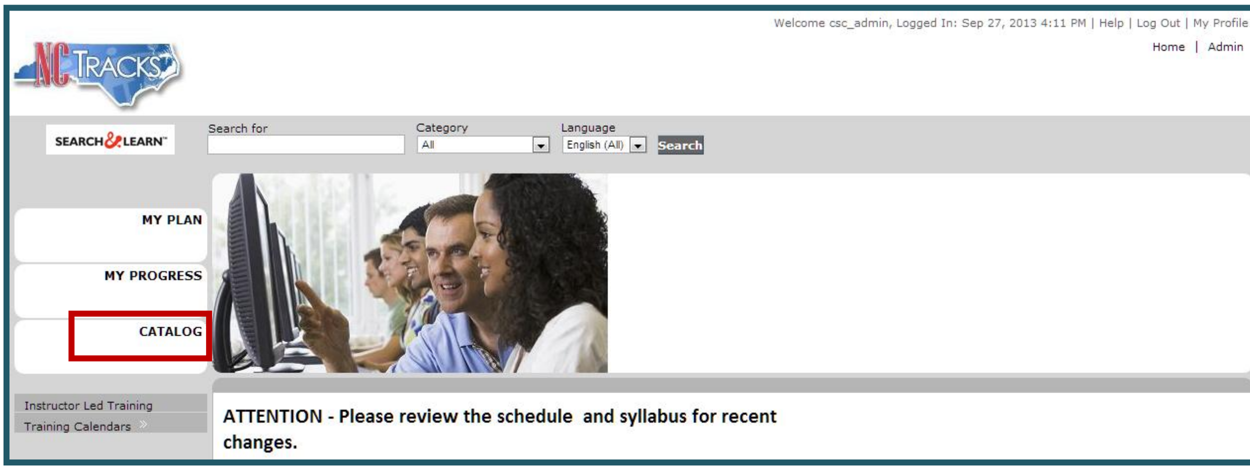
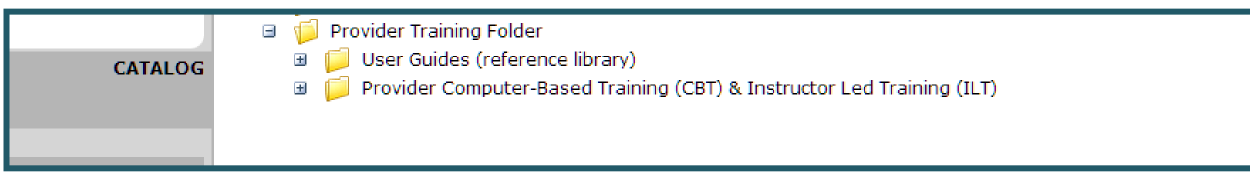
ACCESSING THE USER GUIDES (REFERENCE LIBRARY)

11. Click the **Catalog** navigational area on the left side of the screen.

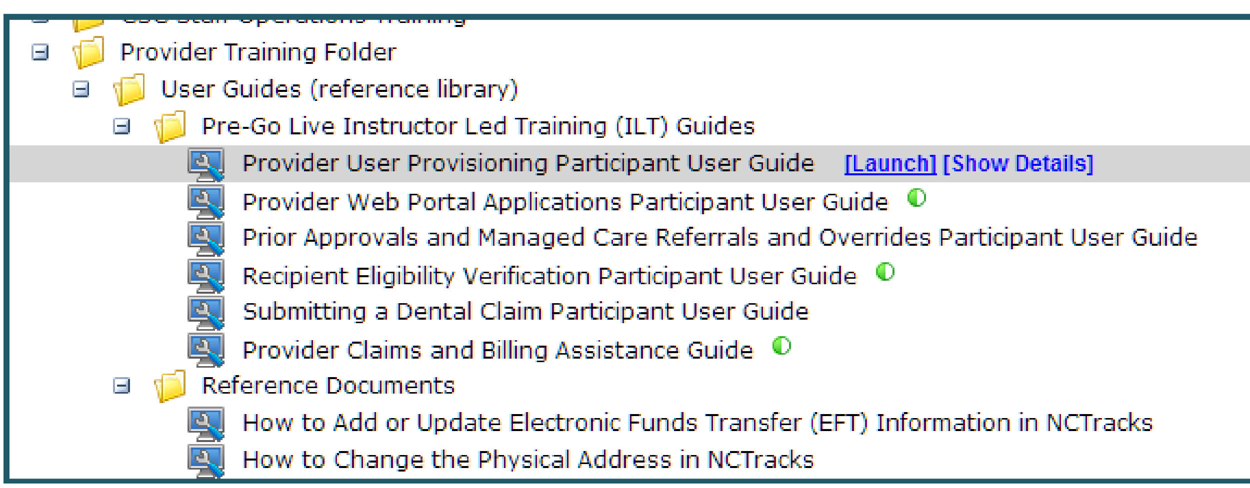


12. The Catalog page displays.



13. Click on the plus sign (+) next to the **Provider Training Folder**. Click the plus sign next to **User Guides (reference library**) and SkillPort displays the **Pre-Go Live Instructor Led Training Guides** and **Reference Documents**.

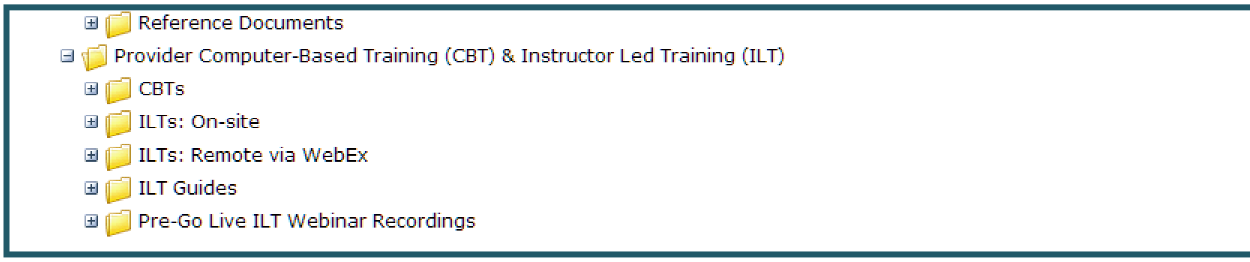
14. Click the plus (+) sign to open the folders. To open a document, place your cursor over the document you want to open, and click **Launch.**



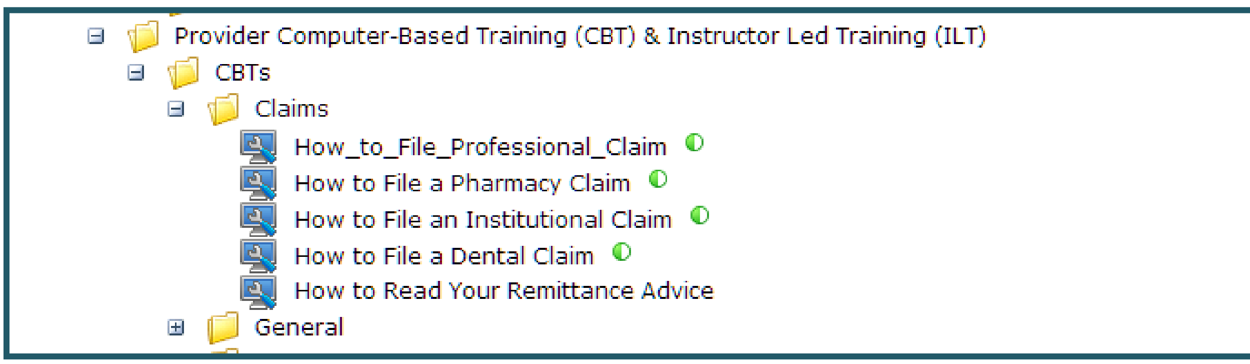
How to Access and Register for Training in SkillPort

ACCESSING CBTs

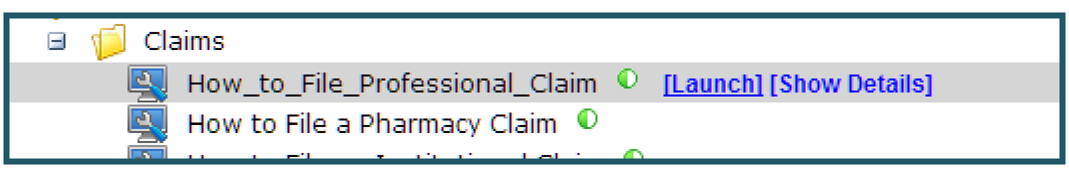
15. Click the plus (+) sign next to the **Provider Computer-Based Training (CBT) & Instructor Led Training (ILT)** folder.



16. Click the plus (+) sign next to the **CBTs** folder. Click the plus (+) sign to open subject folders.



17. Place your cursor over the course title and click on the word **Launch** that appears beside it.



Once the content loads, your course will begin. If you need to stop prior to completing the course, SkillPort will remember where you left off and you can resume taking the course at a later time.

Each CBT includes questions upon completion to test your understanding of the content presented. A course may be taken more than once.

However, a passing score of 80% or higher is required to receive credit for the course.

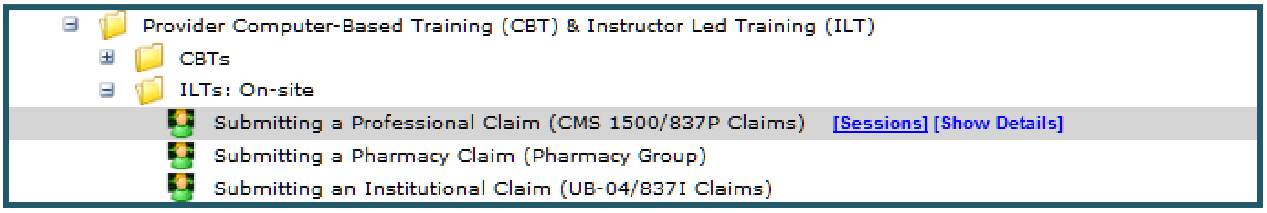
REGISTERING FOR INSTRUCTOR LED TRAINING (ILT)

Attending ILTs On-Site

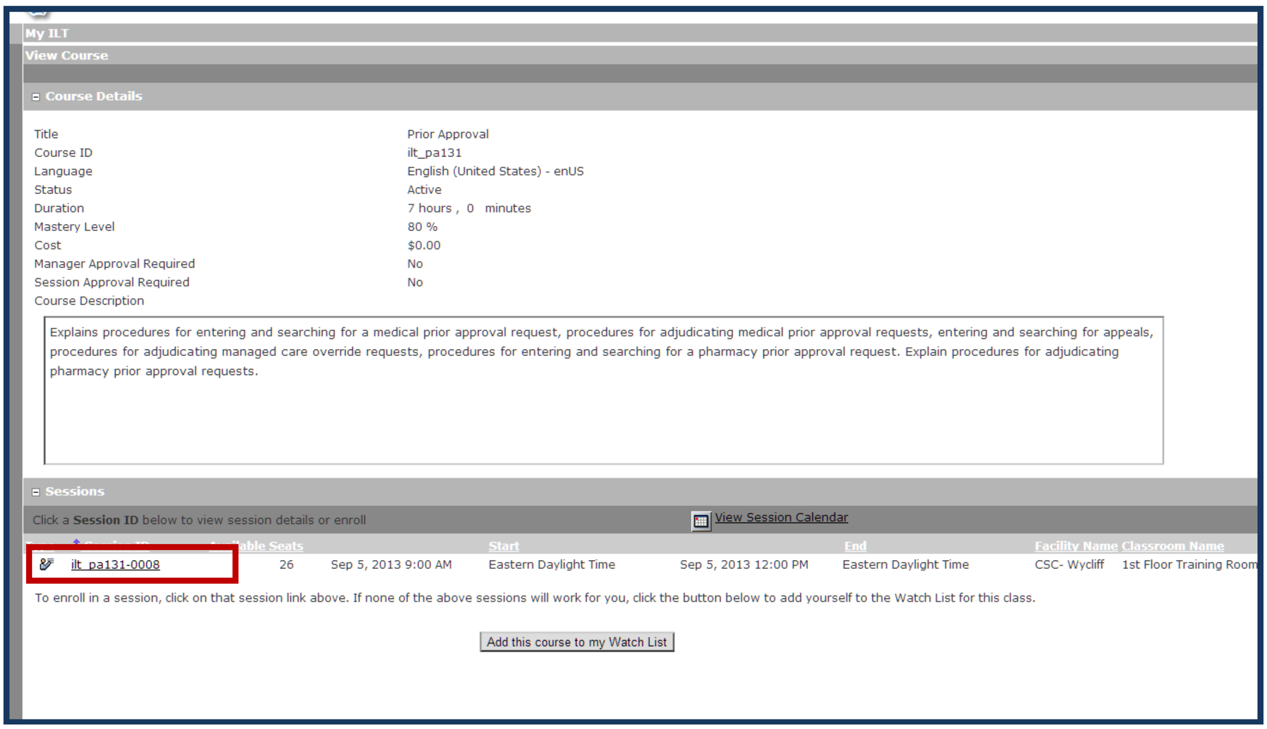
NOTE: The ILTs: On-site folder will display only when there are upcoming ILT events.

18. Click the plus sign (+) next **ILTs: On-site**

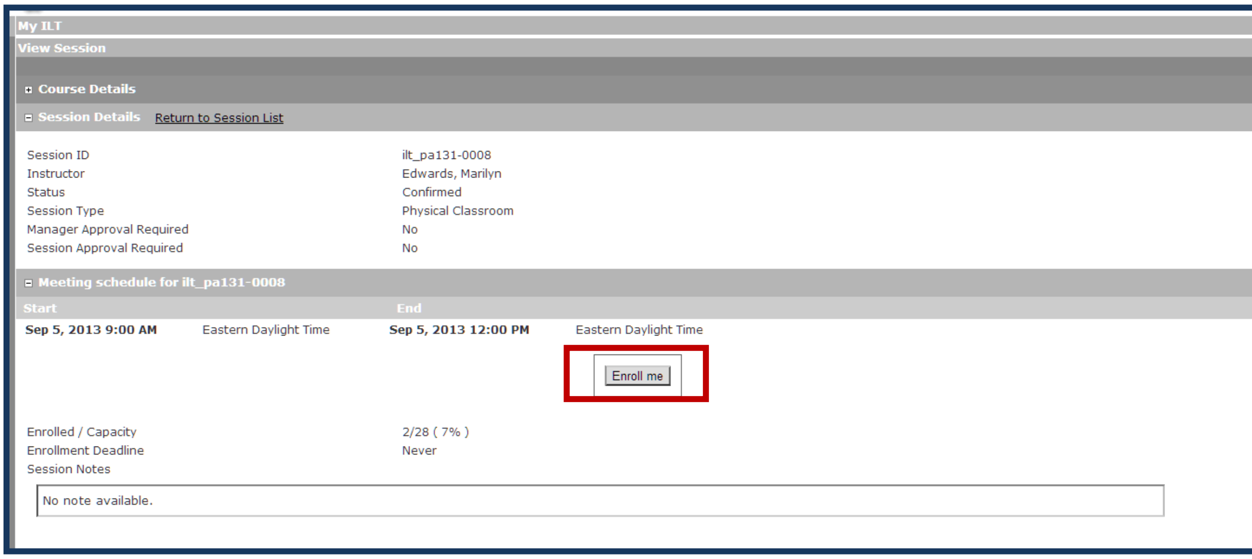
19. Move your cursor over the course you want to take and click the **Sessions** link to see scheduled sessions for this course.



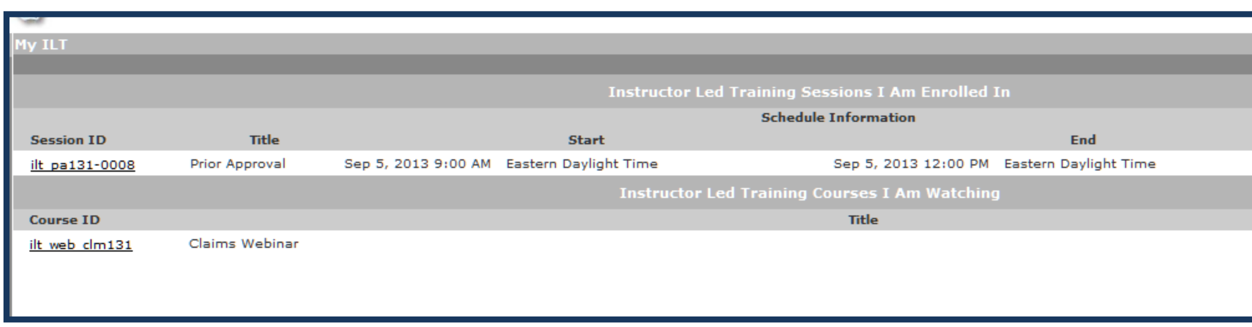
20. The **My ILT: View Course** screen opens in a pop up window. Click on the link to the session you want to attend.



21. The **My ILT: View Session** viewer displays. Click **Enroll Me.**



22. A list of the ILTs you are enrolled in displays

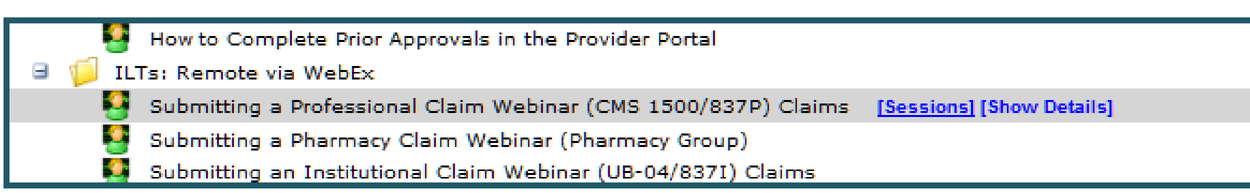


Attending ILTs Remotely

NOTE: The ILTs: Remote via WebEx folder will display only when there are upcoming ILT events.

23. Return to the catalog page. If you wish to attend an ILT remotely via webinar, click on the plus sign (+) next to **ILTs: Remote via WebEx** folder.

24. Select the ILT you wish to attend, and select **Sessions.**



25. Follow the same steps you used to enroll in an onsite ILT to enroll in the webinar.

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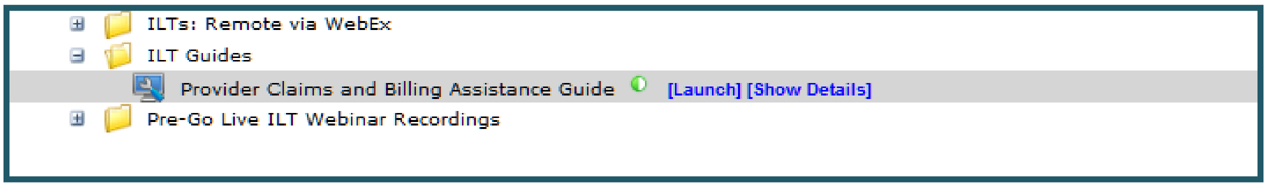
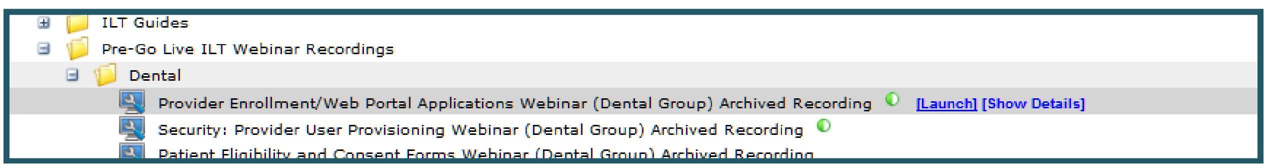
ACCESSING ILT GUIDES

26. Click on the plus (+) sign next to the **ILT Guides** folder to view list of downloadable ILT materials.
27. Select the Guide you wish to download and click **Launch**.



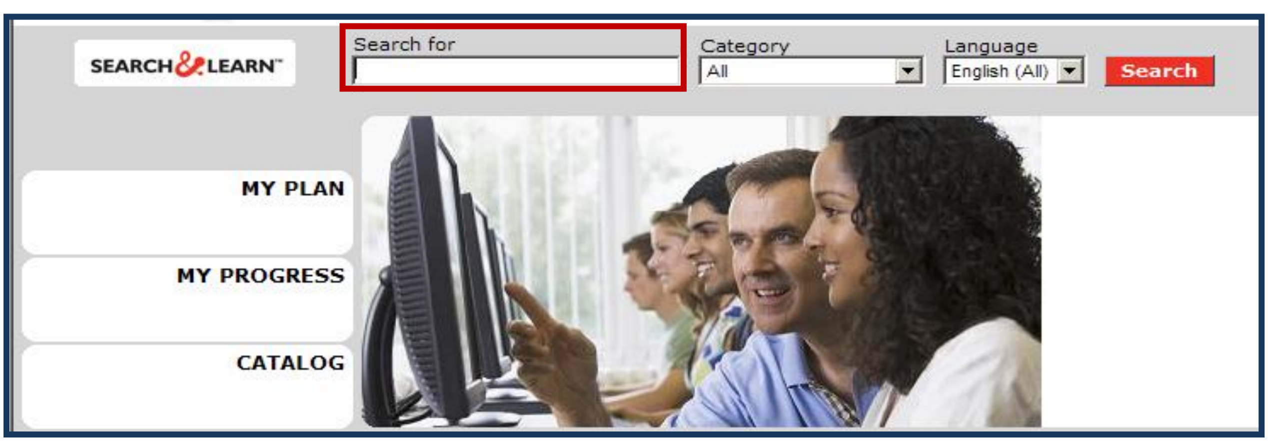
ACCESSING ARCHIVED ILTs

28. Click the plus (+) sign next to the **Pre-Go Live ILT Webinar Recordings** folder. Click the plus (+) sign to open the subject folder.
29. Move your cursor over the title of the recording and click **Launch** to view the recording.



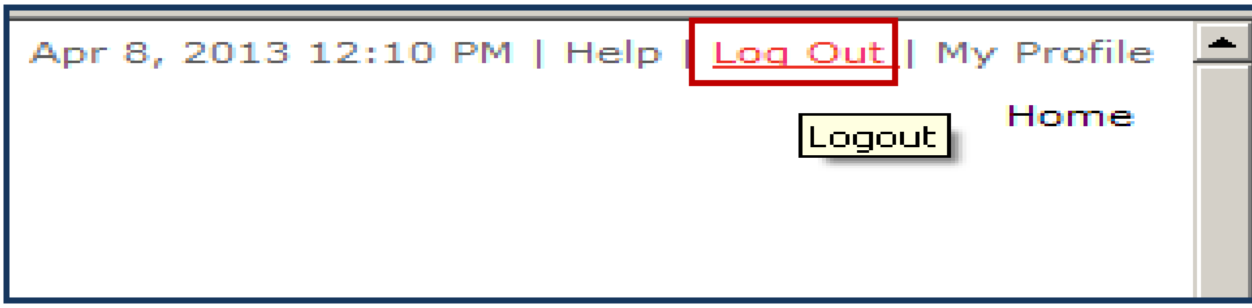
SEARCHING FOR TRAINING COURSES

30. You can use the Search feature if you do not readily find the document, CBT or ILT you are looking for. Enter one or more key words into the **Search For** box and click on the Search button and SkillPort will return all of the courses that match those criteria. A complete list of available CBT and ILT courses is included at the end of this document.



31. When you are ready to exit SkillPort, click the **Log Out** button in the upper right corner of the screen. Logging off will return you to the log in page of the Provider Portal. You can re-enter SkillPort at any time, by following the same procedure outlined in this article, beginning with Step number 1.

You do not need to re-enter the Profile information, unless something has changed.



ATTENDING INSTRUCTOR LED TRAINING

32. You will not receive a reminder regarding the ILT course(s) you have registered for, so keep a record of your course registration(s) in a personal calendar. To review the ILT courses you are currently enrolled in on SkillPort, click the **Instructor Led Training** link on the left side of the screen (under the **Support** heading). If the date and/or venue of an ILT course you have registered for changes, a notification will be sent to the email address entered in your Profile.

We look forward to working with you in learning more about NCTracks. **If you have any questions regarding NCTracks training or the use of SkillPort, please contact the CSC Call Center at 800-688-6696 or by email at NCTracksprovider@nctracks.com.** If you have questions or problems regarding your NCID, contact the NCID help desk at https://ncid.nc.gov.

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The following is a list of available Instructor Led Training courses for Providers:

- Provider Enrollment/Web Portal Applications
- Provider User Provisioning/Security Access
- Prior Approvals (Dental, Institutional, or Medical)
- Referrals/Overrides
- Submitting a Claim (Dental, Institutional, Medical, or Pharmacy)
- Recipient Eligibility

The following is a list of available of eLearning (CBT) courses for Providers:

- NCTracks Overview
- Medicaid Overview
- Provider Records - Functions and Impacts
- AVRS Features
- Contact Guide (Who to call when)
- Provider Office Administrator Functions
- Updating Provider Data
- Prior Approval Requests and Inquiry
- How to File/Adjust a Claim
- Edits, Denials, and Resubmitting a Claim
- How to Read Your Remittance Advice
- Rate Inquiry
- Reference File Inquiry
- Procedure Code Inquiry
- Pharmacy Coverage Inquiry
- Viewing Recipient Information